



Tribal Insurance Processing System

Date of Notice: October 6, 2014

Subject: NFC Contact Center Operation Hours Change

Customer(s) Affected: TIPS

Dear Customer:

The National Finance Center (NFC) would like to inform our customers about the NFC Contact Center (NCC) change in operating hours for Tribal Insurance Processing System customers (TIPS). This change will ensure customers reach subject matter experts who can readily assist with Federal Employee Health Benefits (FEHB) enrollment processing inquiries and/or billing and collection issues.

Effective October 6, 2014, the new hours of operation for the NCC for TIPS will be from 8:00 a.m. to 4:00 p.m. CT, Monday through Friday with the exception of Federal holidays.

NFC continually strives to provide exceptional customer service to our customers.

Assistance with *security related inquiries* is available 24 hours per day, 7 days per week by contacting NFC's Operations and Security Center (OSC) at **1-800-767-9641**, **1-504-426-6435**, or via email to osc.etix@nfc.usda.gov. Incident requests may also be submitted via Remedy Requester Console 24 hours per day 7 days per week.

KW/T6